

Sample IPM Contract Specifications

Contracting for IPM services involves several steps, depending on level of service required and requirements in the contracting process. The process described below is taken from San Bernardino County Superintendent of Schools Office, Inland Empire Schools Insurance Authority County and the City of Santa Monica and relates to indoor and perimeter pest control. The documents included are meant to serve as examples. They served as a pilot project for those involved at the time. It was successful in that it achieved the best possible service for the cost.

The process started with sending a Request for Qualifications (RFQ) to all local pest control companies. After reviewing and ranking the RFQ's submitted by the companies, the top five candidates were asked to submit documents in response to the Request for Proposal (RFP) and participate in an oral interview. The RFP was provided to those companies who were judged to provide quality IPM service.

Request for Qualifications (RFQ1)

Qualifying bidders allows the contracting agency to set standards for pest management above normal industry standards. This is particularly important when seeking highly qualified companies and personnel to implement an IPM program. The costs to the school will not necessarily higher than "low-bid" for several reasons. Most importantly, the company seeking a contract with a school district to do IPM will gain credibility within the community as they become known, gain additional business. Additionally, a company conducting an IPM program will be reimbursed to allow it to make a profit, and, because pest problems are being solved, the number of pest calls by the company can be diminished.

Although the RFQ process was treated as a separate activity, it may be incorporated into the RFP process. It is important to recognize that it is a two-step process.

Request for Proposals (RFP)

Qualified bidders are provided an opportunity to bid on the IPM project. Guidelines outlined in the RFP allow potential contractors a clear description of the project and is given an opportunity to see the types of facilities where pest control is to be provided. Usually a walk-through is conducted for all prospective bidders.

There are two ways to accept bids and subsequent bills. The first is the industry standard which is a flat fee for each facility. Usually, grammar schools are the least expensive per month, middle schools higher, and high schools the highest. However, there are typically additional charges for any time over and above the routine call. For example, if monthly service was recently provided, but a teacher had ants in the classroom that was not part of the service, the company will charge an additional fee to come and take care of the problem. The second method, rarely used, is to pay a fee for service on an hourly basis (The range will be \$50 to \$120 per hour depending on location and competitive nature within the pest management business community.) This method assures that pest problems are solved with the necessary labor to do the job right. For example, a mouse problem may require trapping for several days in a row. It may be necessary to have a technician setting traps in the early evening and checking them the next morning for fore staff and children arrive at school.

Regardless of the type of contract awarded, it is necessary to establish a quality control process. This will include evaluation of reports submitted by the pest management company, and periodic meeting with the company including the pest control technician(s) involved.

Another option proven valuable, but rarely done, is an oral interview of those submitting bids. When considering the potential problems associated with pesticide use, an oral interview allows the sincerity of the prospective bidder to be evaluated. Additionally, it gives bidders a chance to explain their proposal to the panel rather than the trying

to interpret what they have written.

Contracts

The contract is an extension of the RFP, but has the legal requirements as set forth by the district. Insurance, campus access, time of pesticide application, and other requirements are set forth in the contract. Each district has different requirements. Below are two examples where IPM has been the focus of the contract.

I. REQUEST FOR QUALIFICATIONS

The San Bernardino County Superintendent of Schools Office (SBCSS) is soliciting Statements of Qualifications on behalf of the school and community college districts of San Bernardino County, California. Responders must be licensed pest control contractors for the implementation of an Integrated Pest Management (IPM) Program that will potentially service forty (40) school and community college districts in the County (see attached listing and maps). Qualified contractors shall have demonstrated experience in the control strategies associated with IPM and have the ability to train school and college employees in IPM practices by providing a classroom-type overview and discussion of techniques necessary for a successful IPM Program.

Background and Goals

Some of the goals of IPM implementation include reducing resource consumption, reducing waste generation and pollution, reducing the use of hazardous materials and safeguarding the local environment and public health.

Conventional pest control techniques have relied extensively on the use of spray-applied chemical pesticides that contribute to ground and surface water contamination and create the potential for exposure to building occupants and visitors. Integrated Pest Management programs seek to minimize the spray application of pesticides by focusing on long-term, mechanical and administrative measures to control pests, thereby reducing the use of pesticides and toxicity in school and college buildings while maintaining a comfortable and safe work environment.

Summary of Work

The pest control contractor selected by the SBCSS and participating districts will provide assessment, evaluation; monitoring and pest control services for school and college owned/leased/used buildings. These buildings may include classrooms, offices, food service areas, support facilities and restrooms. Each building shall be evaluated by the contractor to identify the presence of existing pest populations. When appropriate, the contractor will recommend necessary control strategies including preventative maintenance and sanitation measures. The contractor will respond to emergency calls at no additional cost and advise district staff of the available strategies for control. The contractor will be responsible for informing appropriate staff of the need for pesticide use. In addition, the contractor will supply trained personnel to educate district staff on the most effective means to achieve pest control in and around their workspace in accordance with established IPM techniques.

Submittal Format and Deadline

Licensed pest control contractors interested in working with the SBCSS and participating districts to implement this innovative program must submit a Statement of Qualifications according to the following format (Note - companies not submitting according to the format will not be evaluated):

Description of pest control company including: name and address, names and resumes of personnel that would be servicing this account, integrated pest control services that can be provided including monitoring, training and pesticide applications.

Description of the equipment, products, or services your company uses to control structural pests commonly encountered (i.e. termites, birds, rodents, ants, cockroaches, weeds, etc).

Description of experience in the design or implementation of IPM programs including: list of clients receiving IPM service or otherwise from your company (please include a contact name and telephone number).

Description of in-house training program provided for company staff. Experience in providing training (can be informal or formal) for occupants and others who receive service from your company.

Description of health and safety program for employees and site occupants.

Summary of results of all regulatory inspections and violations in the past 5 years and your firm's response to violations.

Listing of types of insurance coverage (and policy limits) the company provides including a statement as to whether the company's insurer will name the SBCSS and Participating Districts as Additional Insureds on the General Liability policy.

Six copies of the Statement of Qualifications must be submitted no later than 4:30pm on February 20, 1998, to:

Andy Yasenovsky, ARM, Inland Empire Schools Insurance Authority, c/o San Bernardino County Superintendent of Schools Office, 601 North E Street, San Bernardino, CA 92410-3093

Please note that when submitting documents to the SBCSS, contractors are requested to comply with the following guidelines:

All copies should be double-sided. Plastic covers or dividers should be avoided. Unnecessary attachments or documents not specifically asked for should not be submitted. Avoid superfluous use of paper (e.g. separate title sheets or chapter dividers).

Thank you for your cooperation in this request.

Selection Process. A selection panel made up of SBCSS staff and school/community college employees in San Bernardino County will review the Statements of Qualifications and will develop a list of finalists. An IPM Request for Proposal (RFP) will then be mailed to these finalists to determine the scope and cost effectiveness of specific programs. Finalist companies may be asked to conduct an oral presentation.

If you have any questions about this Request for Qualifications process, please contact Andy Yasenovsky at 909/387-4377. Attachment (District Listing and Maps of San Bernardino County)

II. REQUEST FOR PROPOSAL

The San Bernardino County Superintendent of Schools Office (SBCSS), through the Inland Empire Schools Insurance Authority (IESIA), is soliciting Service Proposals from qualified, licensed Pest Control Operators for the implementation of an Integrated Pest Management (IPM) Program. All companies submitting proposals must have been previously evaluated and prequalified by our IPM Screening Panel. The one, or more, successful proposer's services will be offered by way of a master agreement to the school and community college districts in San Bernardino County. At this time, it is unknown which districts will be participating in the master agreement.

The SBCSS/IESIA IPM Program, as detailed in the enclosed "Conditions for Professional Service", is designed as a pest prevention program that stresses education and training of school district and community college staff as well as physical, mechanical and chemical control. The SBCSS/IESIA is seeking assistance in dealing with immediate pest control problems until long-term solutions can take effect. Response to this request must address all aspects of the defined program and not simply extermination services.

Attached you will find the following documents which provide further detail regarding this request:

1. List of school and community college districts in San Bernardino County
2. IPM Conditions for Professional Service (Attachment "A")

Contract Duration and Renewal

The contract period shall be from May 1, 1998, through June 30, 2000. The SBCSS/IESIA reserves the right and

option, at its sole discretion, to extend any contract for a period of one or two additional one-year periods from the date of expiration at the same terms and conditions.

Submittal Format and Deadline

Licensed pest control operators responding to this request must submit an Integrated Pest Management Service Proposal according to the following format:

1. Copy of appropriate licenses of BOTH the Pest Control Operator and the personnel that will be servicing this account, including appropriate subcontractors (see section I.C. of IPM Conditions for Professional Service).
2. Completed section I.F. of IPM Conditions for Professional Service listing hourly rates and other fees.

Description of services you will provide to accomplish the requirements of this program.

Include the following elements:

- a. Detail of monitoring program for these sample pests: Norway rats, German cockroaches, ants, and termites (both subterranean and dry wood).
- b. Suggested format/outline for training of Pest Managers (see section I.A.2.) and other district staff.
- c. Quality control program. This should include, but not be limited to, specific reporting of information for pesticide use including the manufacturer and name of product, USEPA product registration number, total amount of product used, unit of measurement and the county-district-school code (CDS) where the application occurred.

4. List the options available to control each of the following pests. After each option, rank each option as "low", "medium" or "high" risk, relative to human health and the environment. Please include recommended brand names when applicable.

Pests: German cockroaches, American cockroaches, Argentine ants, Fire ants, Norway rats, Roof rats, Mice, Cat fleas, House flies.

5. Estimate the overall cost, per individual school site, per contract year, of rendering the above services. These cost estimates should be categorized by type of school site (i.e. colleges, elementary schools, high schools, middle schools, support facilities, etc.).

Six copies of the Proposal for Service should be submitted no later than 4:30pm on April 17, 1998, to:

Andy Yassenovsky

Safety/Loss Control Manager, Inland Empire Schools Insurance Authority

c/o San Bernardino County Supt. of Schools Office

601 North E Street

San Bernardino, CA 92410

Please note:

When submitting documents, proposers are requested to comply with the following guidelines:

All copies should be double-sided. Use of plastic covers, binders or dividers should be avoided. Unnecessary attachments or documents not specifically asked for should not be submitted. Avoid superfluous use of paper (i.e. separate title sheets or chapter dividers).

Thank you for your cooperation in this important effort.

If you have any questions about this Request for Proposal, please contact Andy Yassenovsky at 909/387-4377.

CONDITIONS FOR PROFESSIONAL SERVICE

I. General

A. Description of Program

This contract specification is part of a comprehensive Integrated Pest Management (IPM) Program for properties

owned, leased or otherwise used by the school and community college districts of San Bernardino County. IPM is a method for achieving long-term, environmentally sound pest control with a wide variety of technical and management strategies. Control techniques include structural modifications and procedural modifications that reduce food, water, harborage, access, and environmental conditions that are favored by pests. Management strategies include education, training, and promotion of behavioral practices that are important in the IPM program.

The success of an IPM program relies on both verbal and written communication between the CONTRACTOR and the school and community college (DISTRICTS) employees. The DISTRICTS will designate appropriate individuals to take on the following roles and has created a site-specific operational plan for pest control.

1. IPM Coordinator (District) – This individual will provide oversight for the entire district and is responsible for ensuring that all contract work is provided by the CONTRACTOR and for the approval of all pest control techniques to be utilized by the CONTRACTOR outside those listed in the Pest Management Plan. The IPM Coordinator will meet regularly with the CONTRACTOR to evaluate the program's success and find solutions to problems raised by either district personnel or the CONTRACTOR. This district employee will serve as the primary point of contact for the CONTRACTOR.
2. Pest Managers (School Site) – They will keep records of CONTRACTOR activities and performance. Pest Managers will have received specialized training on IPM and will continue to be trained as a group by the CONTRACTOR on a formal and informal basis. The Pest Managers will coordinate with the IPM Coordinator for the scheduling of routine pest control service for their site and will provide management of structural repairs, modifications, sanitation, and maintenance. Pest Managers may contact the CONTRACTOR for service.
3. Pest Management Site Information – The IPM Coordinator and Pest Managers will supply the CONTRACTOR with necessary information for each site covered by the contract. This information might include a list of buildings on that site, the known and probable pests, relevant pest control history and information about restrictions on access. See section VI for detailed policy regarding pesticide application. The IPM Coordinator may direct the CONTRACTOR to follow guidelines listed in a similar pest management plan such as the EPA IPM for Schools: A How-to-Manual. The CONTRACTOR shall be responsible for carrying out work according to the pest management plan and following priorities for pest control action. Any changes to the pest management plan must be approved by the IPM Coordinator.

Treatment for wood-destroying organisms may require a separate pricing process. Selection of the method of control will be consistent with Integrated Pest Management principles of reducing risk. Contractors holding a Branch I license will be evaluated based on their ability to provide the lowest risk and most effective control options.

B. Contractor Service Requirements

The CONTRACTOR shall furnish all supervision, labor, materials, and equipment necessary to accomplish the surveillance, trapping, pesticide application, and pest removal components of the IPM Program. The CONTRACTOR shall be responsible for providing detailed, site-specific recommendations to the Pest Manager about any structural, sanitary, or procedural modifications that would reduce food, water, harborage, access, or environmental conditions favorable to pests. The CONTRACTOR shall be responsible for adequately suppressing all pests included in this contract whether or not the suggested modifications are implemented. The CONTRACTOR may be required to carry out minor structural modifications such as caulking as part of the pest control effort or any other service deemed necessary by the Pest Manager. In addition, the CONTRACTOR shall be responsible for filling out Quality Control Forms with each site visit and will leave them with the appropriate Pest Manager or their staff before leaving the site. All of the above will be considered ROUTINE SERVICE.

C. Contractor Licensing Requirements

The CONTRACTOR shall have a Structural Pest Control Operator's license as defined by 8507 of Busi-

ness and Professions Code under the California Structural Pest Control Act.

Throughout the term of this contract, all CONTRACTOR personnel providing on-site pest control service must have proper certification and training as required by law. MINIMUM licensing requirements for ALL on-site pest control services will be a BRANCH II FIELD REPRESENTATIVE LICENSE as defined by 8507 of Business and Professions Code under the California Structural Pest Control Act. Contractor personnel that are certified applicators under Branch II may assist while the field representative is on site, but only upon approval of the IPM Coordinator.

For the inspection of wood-destroying pests, CONTRACTOR personnel may be required to operate under a BRANCH III license. If the CONTRACTOR will be sub-contracting out these inspection services, the sub-contractor must meet the approval of the IPM Coordinator and must adhere to the hourly fees established under this contract for routine service.

D. Contractor Insurance Requirements

During the term of the contract, CONTRACTOR will be required to secure and provide a minimum of 5 million dollars coverage (combined single limits) for General Liability (G/L), auto liability coverage (minimum 1 million dollars) and Workers' Compensation coverage (statutory limits). CONTRACTOR will be required to name the San Bernardino County Superintendent of Schools Office (employees, agents and officers), the Inland Empire Schools Insurance Authority (employees, agents and officers), and participating Districts (employees, agents and officers) as Additional Insureds on their G/L policy.

E. Requirements for Job Estimates

The CONTRACTOR will provide specific job estimates for projects that will likely cost \$500.00 or more within a thirty (30) day completion period.

F. Contractor Fees for Service

The CONTRACTOR shall provide separate estimates for each of the following activities in this proposal. Billing for pest control activities shall be based on FIFTEEN (15) MINUTE INCREMENTS, shall have no minimum charge, and there shall be no charge for travel time to any participating District's site(s).

1. Routine Service (See Attachment B) Rate per hour (See Section 1.b).

Includes written reports requested by the IPM coordinator, all materials and supplies, formal meetings with District staff, employee supervision, quality control, technical training for DISTRICT staff and keeping District staff informed of new IPM techniques and practices. The CONTRACTOR should have monthly meetings with the IPM Coordinator during the first three months of the contract and then on a quarterly basis to assess the progress of the IPM program. Additional meetings may be requested by the IPM Coordinator on an as-needed basis.

2. Emergency Service (See Attachment B) Rate per hour (See Section V).

3. Formal Classroom Training (See Attachment B) (Rate per contact hour. Preparation time is not to be billed) (See IV E).

G. Payment Schedule

The individual participating Districts will be responsible for payment of the CONTRACTOR per CONTRACTOR'S invoices. Quality Control Forms (see section X) will be submitted completely and promptly to the Pest Manager at the close of each site visit.

II. Pests Included and Excluded

A. Included Pests

The CONTRACTOR shall manage indoor and outdoor populations of all pests within 10 feet of structures including, but not limited to rats, mice, cockroaches, ants, flies, fleas, spiders, and other pests that may invade structures and are not specifically excluded from the contract.

Certain bird species such as gulls and pigeons, as requested by the Pest Manager.

Termites and wood-destroying organisms (see sections I B and I C).

Skunks

B. Excluded Pests

Pests excluded from this contract are:

Mosquitoes

Pests that primarily feed on outdoor vegetation unless they are invading a structure.

Bats, snakes, and all other vertebrates not listed above.

Pests restricted to potted plants. (The CONTRACTOR will be expected to advise the Pest Manager when the source of a pest problem originates in a potted plant).

III. Building Inspections

An initial pest control inspection shall be performed at each site or at the discretion of the Pest Manager and IPM Coordinator. Future inspections shall occur on an as-needed basis as requested by District personnel.

Building inspections shall be thorough and complete. Inspection reports shall be presented to the District at least five (5) working days prior to the start of any project. The purpose of the inspections is for the CONTRACTOR to evaluate the pest control needs of the premises and to identify problem areas and any equipment, structural features, or management practices that are contributing to pest infestations. The CONTRACTOR shall recommend appropriate changes to service based on the results of inspections and related activities. Access to building space shall be coordinated with the pest managers. The IPM Program Coordinator and Pest Manager will inform the CONTRACTOR of any restrictions or areas requiring special scheduling.

The CONTRACTOR is responsible for written recommendations regarding the need for further inspection to assess the damage to a structure resulting from the activities of termites and other wood destroying pests. The Pest Manager or IPM Coordinator will then request further inspection and/or treatment based on this recommendation. Inspections for wood destroying organisms shall be performed according to the rules and regulations of the Structural Pest Control Act by a licensed Branch III contractor.

IV. Specific Contractor Service Requirements

A. Proposed Material and Equipment for Service

The CONTRACTOR shall provide the IPM Coordinator with current sample labels and Material Safety Data Sheets (MSDS) of all pesticide products to be used, and list and describe pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment and any other pest control devices or equipment that may be used to provide service. The description shall include brand names and other applicable information to clearly identify the products and their hazards. Additionally, applicable labels and MSDS shall be provided to the Pest Manager at each site.

B. Service Schedule

The CONTRACTOR shall provide complete service schedules for each building or site. The frequency shall be based upon pest problems and mutually agreed upon by the Pest Manager and IPM Coordinator. Once determined, the service schedule shall be included in a written service plan. Amendments to the service schedule may occur due to changes in the pest populations and should be noted on the Quality Control Form.

C. Monitoring, Surveillance, and Results

The CONTRACTOR shall recommend methods for monitoring and surveillance for sites with pests.

Objective assessments of pest presence and, when possible, population levels shall be promptly communicated to the Pest Manager.

D. Structural and Operational Changes

The CONTRACTOR shall recommend and describe site-specific solutions, including structural and operational changes for observed sources of pest food, water, harborage, and pest access at the time of inspection on the Quality Control Form. If a more detailed report is necessary, or if three consecutive reports asking for structural, operational, or sanitation changes have gone unheeded by the Pest Manager, a supplemental report shall be filed with five (5) working days to the IPM Coordinator. The supplemental report shall summarize prior recommendations and formally request the assistance of the IPM Coordinator.

E. Formal Training

The CONTRACTOR shall conduct training for District staff on various topics including trapping, monitoring, record keeping, trap-count assessment, safety, risk evaluation of products, and pest biology and recognition. The CONTRACTOR and IPM Coordinator shall confer and establish the training schedule and content. The IPM Coordinator has complete discretion over how often and to whom training is given. Any training must be approved by the IPM Coordinator and maximum fees shall be established before any formal classroom training commences.

F. Record Keeping

The CONTRACTOR shall be responsible for maintaining pest control records for all activities specified in this contract. Records shall include labels and MSDS for all pesticides products and other chemicals used in buildings, brand names of all pest control devices and equipment used in buildings, and the contractor's service schedule.

The CONTRACTOR shall keep any records required by law. Copies of all records required by law shall be provided to the IPM Coordinator, unless otherwise directed by the District.

G. Compliance

The CONTRACTOR shall observe all safety precautions throughout the performance of this contract. The CONTRACTOR shall comply with the applicable requirements of federal and state laws and regulations and policies of the District. Should there be conflict between applicable regulations, the CONTRACTOR should notify the IPM Coordinator before action is taken. In all activities, the CONTRACTOR shall strive for practices and procedures that protect public, students, employees, and the environment.

All CONTRACTOR personnel working in or around buildings designated under this contract shall wear distinctive uniform clothing. The CONTRACTOR shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment, and devices shall, as a minimum, conform to federal, state, and local standards for the products being used.

H. Timing of Service Visits

The CONTRACTOR shall perform services that do not adversely affect tenant health or productivity during the regular hours of operation of the buildings and sites. When it is deemed necessary by the IPM Coordinator or Pest Manager to perform work outside of the regularly scheduled hours set forth in the service schedule, the CONTRACTOR shall notify the Pest Manager within 24 hours.

I. Special Entrance

Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained by the Pest Manager. The CONTRACTOR shall adhere to these restrictions.

J. Vehicles and Other Equipment

Vehicles and other equipment used by the contractors shall be clearly identified in accordance with state and local regulations.

V. Emergency Service

On occasion, the Pest Manager or IPM Coordinator may request that the CONTRACTOR perform corrective, emergency service that is outside the scope of routine service activities. Emergency Service will be requested in writing when the health and safety of the public (students or visitors) or employees may be imminently threatened by any pest. The CONTRACTOR shall respond to these exceptional circumstances and initiate the necessary work within one (1) working day after receipt of the written request. In the event that such service cannot be completed in one working day, the CONTRACTOR shall immediately notify the Pest Manager or IPM Coordinator and indicate an anticipated completion time. If the stated anticipated completion time cannot meet the emergency needs of the District, the District staff may contract, on a temporary basis, with another pest control company to complete the emergency service.

VI. Use of Pesticides

The CONTRACTOR shall be responsible for application of pesticides according to all label restrictions and instructions. All pesticides used by the CONTRACTOR must be registered with the State of California, unless exempt from registration under FIFRA section 25b. Transport, handling, storage, disposal and use of all pesticides shall be in strict accordance with the pesticide product label and all applicable federal, state and county laws and regulations.

The CONTRACTOR shall adhere to the following rules for pesticide use:

A. Approved products

The CONTRACTOR shall apply only those pesticide products that have been approved by the IPM Coordinator.

B. Pesticide Storage

The CONTRACTOR shall not store any pesticide product on District premises without the approval of the IPM Coordinator.

C. Application by Need

Pesticide application (with the exception of Insect Growth Regulators) shall be according to need and not by schedule. As a general rule, application of pesticide in any interior or exterior shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area and use of a pesticide is the most effective management technique for an IPM program. Preventive pesticide treatments of areas are acceptable on a case-by-case basis where surveillance indicates a potential insect or rodent infestation. Written approval must be granted by the IPM Coordinator prior to any preventive pesticide application.

D. Risk Reduction

When pesticide use is necessary, the CONTRACTOR shall employ products and techniques that have been determined by the District, in consultation with other appropriate entities, to pose the least risk to people, students, workers, and the environment. Additionally, the most precise application technique and minimum quantity of pesticide necessary to achieve control shall be applied.

E. Application of Pesticides to Exposed Surfaces or as Area Sprays

Application of pesticides to exposed surfaces or as space sprays (including fogs, mists, and ultra-low volume applications) shall be restricted to unusual situations where no alternative measures are practical. The CONTRACTOR shall obtain the approval of the IPM Coordinator prior to any application of pesticide to an exposed surface or any space spray treatment. No surface application or area spray shall be made while people or animals are present in the general vicinity of the application. The CONTRACTOR shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of application.

VII. Insect Control

A. Emphasis on Non-Pesticide Methods:

The District prioritizes and the CONTRACTOR shall use non-pesticide methods of control wherever possible. For

example:

1. Portable vacuums, rather than pesticide sprays, shall be used for initial clean-outs of cockroach infestations, for swarming insects (ants, termites, and others), and for control of spiders in webs wherever appropriate.
2. Trapping devices, rather than pesticide sprays, shall be used for indoor fly control wherever appropriate.

B. Application of Insecticides to Cracks and Crevices

As a general rule, the CONTRACTOR shall apply all insecticides as crack and crevice treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.

C. Insecticide Bait Formulations

When pesticides must be used to control cockroaches, ants, and other insects, bait formulations shall be used whenever possible.

D. Monitoring

Visual identification, sticky traps or other devices shall be used to guide and evaluate indoor insect control efforts whenever possible.

E. Crack and Crevice Sealing

The CONTRACTOR may seal cracks and crevices with caulk, or other products approved by the IPM Coordinator. This should be considered part of routine pest control.

VIII. Rodent Control

A. Indoor Trapping and Control

As a rule, rodent control inside occupied buildings shall be accomplished with trapping devices only. The CONTRACTOR shall notify the Pest Manager of the location of each trapping device as part of the Quality Control Form. Trapping devices shall be checked on a schedule approved by the Pest Manager either by the CONTRACTOR or by a designee of the Pest Manager. The party responsible for visual inspection of the traps will be written on the Quality Control Form. The CONTRACTOR shall be responsible for disposing of all trapped rodents in a timely fashion and in an appropriate manner.

B. Use of Rodenticides

In exceptional circumstances, when rodenticides are deemed essential for adequate control, the CONTRACTOR shall obtain approval of the IPM Coordinator prior to making any treatment. As a rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent nesting sites and burrows wherever feasible. In all other applications, bait formulations of rodenticides, regardless of packaging, shall be placed in EPA-approved tamper-resistant bait boxes.

C. Use of Bait Boxes

Frequency of bait box servicing shall depend upon the level of rodent infestation and the needs of the District. All bait boxes shall be maintained in accordance with EPA regulations, and with an emphasis on the safety for non-target organisms. The CONTRACTOR shall adhere to the following five points:

1. All bait boxes shall be placed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.
2. The lids of all bait boxes shall be securely locked or fastened shut.
3. All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be pickup or moved.
4. Bait shall always be placed in the baffle-protected feeding chamber of the box and never in the runway of the box.

5. All bait boxes shall be labeled on the outside with the Contractor's business name, phone number, date, bait material, and bait EPA registration number by the CONTRACTOR or his employee at the time of installation. The labels shall be checked for readability at each servicing, and the date of most recent servicing shall be written onto the label.

IX. Program Evaluation

The Pest Managers and the IPM Coordinator will continually evaluate this contract in terms of effectiveness and safety. The CONTRACTOR will advise the IPM Coordinator as to the effort required to meet each proposed change and will adhere to such changes as are deemed necessary. The CONTRACTOR shall take prompt action to implement changes that will improve the program.

X. Quality Control Program

The CONTRACTOR shall establish a quality control program to assure the requirements of the contract are provided as specified. Within ten (10) working days of the approval of this contract, the CONTRACTOR shall submit their proposal to the IPM Coordinator. The IPM Coordinator shall approve or request amendments to the plan within 10 days of receipt. If amendments are requested, the CONTRACTOR shall resubmit an amended plan within 10 days of receipt. The program shall include at least the following items:

A. Inspection System

The Contractor's quality control inspection system shall cover all the services stated in this contract. The purpose of the system is for the CONTRACTOR to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable or the Pest Managers or IPM Coordinator identify the deficiencies.

B. Quality Control Form

The Quality Control Form will be developed by the CONTRACTOR and submitted for approval to the IPM Coordinator within 10 working days of the contract initiation. Amendments to the form will be returned to the CONTRACTOR within 5 working days of receipt of the proposed document. The form will be a checklist to evaluate job performance and shall be given to the Pest Manager during scheduled and unscheduled inspections and visits to conduct pest control.

The form shall include a summary of activities, results of inspections, placement of trapping devices, recommendations for structural or sanitation changes, and any other information regarding the provision of pest control services required to achieve effective pest control and management. The form shall also include specific reporting of information for pesticide use including the manufacturer and name of product, USEPA product registration number, total amount of product used, unit of measurement and the county-district-school code (CDS) where the application (or other use) of any pesticides occurred.

The form shall also include space for the Pest Manager to review or comment on work performed that day by the CONTRACTOR. The form shall be made in triplicate with the CONTRACTOR keeping one copy as part of their permanent records; the Pest Manager shall keep a copy and send the third copy to the IPM Coordinator. The CONTRACTOR's copy will not have the comments of the Pest Manager on it. The CONTRACTOR may request to view these comments by contacting the IPM Coordinator.

XI. Non-Compliance

Any non-compliance with the stated Conditions for Professional Service is grounds for termination of the CONTRACTOR services and the contract.

REQUEST FOR PROPOSAL

The City of Santa Monica is soliciting Service Proposals from qualified licensed Pest Control Operators for the implementation of an Integrated Pest Management (IPM) program to service City owned and occupied buildings and structures. The City's IPM program, as detailed in the enclosed "Conditions for Professional Service", is designed as a pest prevention program that stresses education and training of City staff as well as mechanical and chemical control. The City is seeking assistance in dealing with immediate pest control

problems until long-term solutions can take effect. Response to this request must address all aspects of the defined program and not simply extermination services.

Enclosed you will find the following documents which provide further detail regarding this request:

1. Conditions for Professional Service
2. Approximate list of City structures and buildings
3. Insurance requirements

Contract Duration and Renewal

The contract period shall be from October 1, 1996 through June 30, 1997. The City desires the right and option, at its sole discretion, to extend any contract for a period of one or two additional one-year periods from the date of expiration at the same terms and conditions.

Site Tour

Pest Control Operators will be invited to tour the various sites listed in Attachment A on August 13, 1996. We will meet at the Santa Monica Pier at 9 am. Please contact Debbie Raphael at (310) 458-2255 for directions and specific meeting location.

Submittal Format and Deadline

Licensed pest control operators responding to this request must submit a Pest Management Service Proposal according to the following format:

1. Copy of appropriate licenses of BOTH the Pest Control Operator and the personnel that will be servicing this account, including appropriate subcontractors (see section I.C. of Conditions for Professional Service).
2. Completed section I.F of Conditions for Professional Service listing hourly rates and other fees.
3. Description of services you will provide to accomplish the requirements of this program. Include the following elements:
 - a. Detail of monitoring program for these sample pests: Norway rats, German cockroaches, Pharaoh ants, and termites (both subterranean and dry wood).
 - b. Suggested format for training of Pest Managers (see section I. A.2) and general City staff.
 - c. Quality control program.
4. List the options available to control the following pests. Rank the options in order of lowest risk to highest risk or group in categories of "low", "medium", and "high" risk to human health and the environment. Please include recommended brand names when applicable.

Pests: German cockroaches, American cockroaches, Argentine ants, Pharaoh ants, Norway rats, Roof rats, Mice, Cat fleas, House flies.
5. Estimate the overall cost of rendering the above services for the fiscal year ending June 30, 1997.

IPM RFP Scoring Sheet

Category	RFP Item #	Points Available	Points Assigned
Copy of License for Pest Control Company and License #s for personnel servicing account (to include subcontractors)	1	5	
Hourly rates and other fees: Routine = \$ per hour Emergency = \$ per hour Formal classroom training = \$ per hour	2	List Costs	
Description of services to include: Detail of monitoring program (5 pts) Suggested format/outline for Pest Manager training (5 pts) Quality control program (5 pts)	3	15	
Listing of options available to control pests (a-i)	4	15	
Estimate overall cost per school site, per contract year: Colleges = \$ Elementary schools = \$ High schools = \$ Middle schools = \$ Support facilities = \$	5	List Costs	
COMMENTS:			
	POINT TOTALS	35	TOTAL BELOW
		GRAND TOTAL	

Evaluator's Name: _____

IPM Company Name: _____

Date: _____

Two copies of the Proposal for Service must be submitted to:

Brian Johnson
Environmental Programs Division
200 Santa Monica Pier, Suite J
Santa Monica, CA 90401

no later than 5:00 pm on August 23, 1996.

Please note:

When submitting documents to the City of Santa Monica, vendors are required to comply with the following guidelines:

All copies shall be printed on recycled and/or tree free paper. All copies shall be double-sided. Report covers or binders shall be recyclable, use of plastic covers or dividers should be avoided. Unnecessary attachments or documents not specifically asked for should not be submitted. Avoid superfluous use of paper (e.g. separate title sheets or chapter dividers).

These guidelines were developed as part of Santa Monica's Sustainable City Program to promote waste reduction and resource conservation within the community. Thank you for your cooperation in this important effort.

If you have any questions about this Request for Service Proposal, please contact Debbie Raphael at (310) 458-2255.

City of Santa Monica
Integrated Pest Management Program
Contract Bid Specifications
June 11, 1996

I. General

A. Description of Program.

This contract specification is part of a comprehensive Integrated Pest Management (IPM) Program for properties owned, leased or other operated by the City of Santa Monica. IPM is a process for achieving long term, environmentally sound pest control through the use of a wide variety of technical and management strategies. Control techniques include structural modifications and cultural methods that reduce food, water, harborage, access, and environmental conditions that are favored by pests. Management strategies include education, training, and promotion of behavioral practices that are important in the IPM program.

The city will supply pest management plans, contacts, and management of structural repairs, modifications and maintenance. The IPM program coordinator will be responsible for implementation of the City's program. Pest managers will provide information necessary to implement IPM at specific sites and are the primary contact person for those sites. The City, on occasion, will identify specific major projects that may require separate bids, depending upon the scope and nature of the problem.

B. Contractor Service Requirements

The CONTRACTOR shall furnish all supervision, labor, materials, and equipment necessary to accomplish the surveillance, trapping, pesticide application, and pest removal components of the IPM Program. The CONTRACTOR shall be responsible for providing detailed, site-specific recommendations to the pest manager about any structural, sanitary, or procedural modifications that would reduce pest food, water, harborage, access, or favorable climatic condition. The CONTRACTOR shall be responsible for adequately suppressing all pests included in this contract regardless of whether or not the suggested modifications are implemented. All of the above will be considered routine service. The CONTRACTOR will not be held responsible for carrying out structural modifications as part of the pest control effort.

The CONTRACTOR will work from Pest Management Plans, which are guidelines for pest control activities for various sites. The Pest Management Plans identify pests that may be active at a specific site and information about options for pest control. Plans also contain information about restrictions on access and use of specific pest control techniques. If no plan is present, the IPM Program Coordinator may direct the CONTRACTOR to follow guidelines listed in a similar Pest Management Plan.

Throughout the term of this contract, all CONTRACTOR personnel providing on-site pest control service must have proper certification and training as required by law. Uncertified or untrained individuals, even if working under supervision of properly certified supervisor, will not be permitted to provide service under this contract. An uncertified person may assist a fully trained and certified technician but only upon approval of the IPM Program Coordinator.

C. CONTRACTOR will provide specific job estimates for projects that will likely cost \$500.00 or more within a thirty (30) day period. Any project greater than \$1000.00 will be subject to the City's formal bidding process.

Contract administration involves activities including formal meetings with City staff, detailed site-specific reports, employee supervision, quality control, technical training for CONTRACTOR staff, and keeping City staff abreast of new IPM techniques and practices. Billing for pest control activities shall be based on fifteen (15) minute increments and shall include travel time.

D. The CONTRACTOR will bid on the following specific activities:

Contract Administration _____ (Flat rate per year)

Routine Service (billing in 15 minute increments) _____ Rate per hour (See Section I.B).

Emergency Service (billing in 15 minute increments) _____ Rate per hour (See Section V)

Formal Training _____ (Rate per contact hour. Preparation time is not to be billed)
(See IV E.)

E. Payment

The City will pay the CONTRACTOR within thirty (30) days of receipt of invoice. Contract administration fees shall be paid quarterly upon receipt invoice. A quality performance bonus of \$1000.00 will for paid to the CONTRACTOR at the end of the Contract providing the CONTRACTOR'S performance meets the intent of this contract to reduce risks associated with pest control.

Quality performance will be judged on the following criteria:

1. Quality Control forms are submitted completely and promptly to the pest manager.
2. No more than five (5) per cent of the forms should contain concerns identified by the pest manager regarding the quality of the pest control service.
3. At least ninety (90) per cent of the Pest Managers feel that the CONTRACTOR communicates completely and effectively to them.
4. Ninety (90%) percent of all call backs related to pest control activities are made within 24 hours of the request.

II. Pest included and excluded

A. The CONTRACTOR shall manage the following pests:

Indoor and outdoor populations of pests including rats, mice, cockroaches, ants, flies, fleas, spiders, and other pests that may invade structures and not excluded from the contract.

Certain bird species such as gulls and pigeons

Termites and wood-destroying organisms (may be subject to City's formal bidding process: see section I B)

B. Populations of the following pests are excluded from this contract

Mosquitos

Pests that primarily feed on outdoor vegetation

Bats, snakes, and all other vertebrates not listed above.

III. Building Inspections

Building inspections shall be thorough and complete. Inspection reports shall be presented at least five (5) working days prior to the start of any project. The purpose of the inspections is for the CONTRACTOR to evaluate the pest control needs of the premises and to identify problem areas and any equipment, structural features, or management practices that are contributing to pest infestations. The CONTRACTOR shall recommend appropriate changes to the Pest Management Plans based on the results of inspections and related activities. Access to building space shall be coordinated with the pest managers. The IPM Program Coordinator and pest manager will inform the CONTRACTOR of any restrictions or areas requiring special scheduling.

Inspections shall be performed every three years for each site, unless a different schedule is developed and approved by the City.

IV. Specific CONTRACTOR Service Requirements:

A. Proposed Material and Equipment for Service: The CONTRACTOR shall provide the IPM Program Coordinator current labels and Material Safety Data Sheets (MSDS) of all pesticide products to be used, and list and describe pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest control devices or equipment that may be used to provide service. The description should include brand names and other applicable information to clearly identify the products. Additionally, applicable labels and MSDS will be available at each site.

B. Service schedule for each building or site

The CONTRACTOR shall provide complete service schedules for each building or site. The frequency shall be based upon pest problems and mutually agreed upon by the pest manager and IPM Program Coordinator. The CONTRACTOR shall be responsible for carrying out work according to the Pest Control Plan and follow priorities for pest control action. Any changes to the Pest Management Plan must be approved by the IPM program Coordinator.

C. Monitoring, Surveillance, and results

The CONTRACTOR shall recommend methods for monitoring and surveillance for sites with pests. Objective assessments of pest population levels shall be promptly communicated to the pest manager.

D. Structural and Operational Changes

The CONTRACTOR shall describe site-specific solutions, including structural and operational changes, for observed sources of pest food, water, harborage, and pest access at the time of inspection on the approved pest reporting form. If a more detailed report is necessary or if previous reports have gone unheeded a supplemental report should be filed with five (5) working days to the IPM program Coordinator.

E. Formal Training

The CONTRACTOR will be required to conduct training for city staff on various topics including trapping, monitoring, record keeping, trap-count assessment, safety, risk evaluation of products, and pest biology and recognition. Any training must be approved by the IPM Program Coordinator and maximum fees will be established before any formal training commences.

F. Record Keeping

The CONTRACTOR shall be responsible for maintaining pest control records for all activities specified in this contract. Records will include labels and MSDS for all pesticides products and other chemicals used in buildings, brand names of all pest control devices and equipment used in buildings, and the contractor's service schedule.

The CONTRACTOR shall keep any records required by law. Copies of all records as required by law shall be provided to the IPM Program Coordinator, unless otherwise directed by the City.

Safety and Health.

The CONTRACTOR shall observe all safety precautions throughout the performance of this contract. All work shall comply with the applicable requirements of Federal and State law, regulations, and City ordinances and policy. All work shall comply with applicable state and municipal safety and health requirements. Should there be conflict between applicable regulations, the CONTRACTOR should notify the IPM Program Coordinator before action is taken. In any event, the CONTRACTOR shall strive for practices and procedures that protect public, employees, and the environment.

All CONTRACTOR personnel working in or around buildings designated under this contract shall wear distinctive uniform clothing. The CONTRACTOR shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment, and devices shall conform to federal, state, and local standards for the products being used.

H. Time frame of service visits

The CONTRACTOR shall perform services that do not adversely affect tenant health or productivity during the regular hours of operation of the buildings and sites. When it is necessary to perform work outside of the regularly scheduled hours set forth in the service schedule, the CONTRACTOR shall notify the pest manager at least three (3) days in advance.

I. Special entrance. Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these areas will be explained in the Pest Management Plan or by the Pest Manager. The CONTRACTOR shall adhere to these restrictions.

J. Vehicles and other equipment

Vehicles and other equipment used by the contractors shall be clearly identified in accordance with state and local regulations.

V. Emergency service

On occasion, the pest manager or IPM Program Coordinator may request that the CONTRACTOR perform corrective, emergency service that is beyond routine service projects. Emergency Service will be requested when the health and safety of the public or city employees may be threatened by a pest. The CONTRACTOR shall respond to these exceptional circumstances and complete the necessary work within one (1) working day after receipt of the request. In the event that such service cannot be completed in one working day, the CONTRACTOR shall immediately notify the pest manager or IPM Program Coordinator and indicate an anticipated completion time. If the stated anticipated completion time cannot meet the emergency needs of the City, the City staff may contract, on a temporary basis, with another pest control company.

VI. Use of pesticides

The CONTRACTOR shall be responsible for application of pesticides according to the label. All pesticides used by the CONTRACTOR must be registered with the State of California unless exempted under FIFRA section 25b. Transport, handling, storage, and use of all pesticides shall be in strict accordance with the pesticide product label and all applicable Federal and State of California laws and regulations and any City policy.

The CONTRACTOR shall adhere to the following rules for pesticide use:

- A. Approved products: The CONTRACTOR shall apply only those pesticide products that have been approved by the IPM Program Coordinator.
- B. Pesticide Storage: The CONTRACTOR shall not store any pesticide product on city premises without the approval of the IPM Program Coordinator.

- C. Application by need: Pesticide application shall be according to need and not by schedule. As a rule, application of pesticide in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area. Preventive pesticide treatments of areas where surveillance indicates a potential insect or rodent infestation are acceptable on a case-by-case basis. Written approval must be granted by the pest manager prior to any preventive pesticide application.
- D. Risk reduction: When pesticide use is necessary, the CONTRACTOR shall employ products and techniques that have been judged to pose the least risk to people, workers, and the environment. Additionally, use of the most precise application technique and minimum quantity of pesticide necessary to achieve control.
- E. Application of pesticides to exposed surfaces or as space sprays:
Application of pesticides to exposed surfaces or as space sprays (including fogs, mists, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical. The CONTRACTOR shall obtain the approval of the IPM Program Coordinator prior to any application of pesticide to an exposed surface or any space spray treatment. No surface application or space spray shall be made while people are present. The CONTRACTOR shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of application.

VII. Insect Control

- A. Emphasis on non-pesticide methods: The CONTRACTOR shall use non-pesticide methods of control wherever possible. For example:
 - 1. Portable vacuums rather than pesticide sprays shall be used for initial cleanouts of cockroach infestations, for swarming insects (ants, termites, and others), and for control of spiders in webs wherever appropriate.
 - 2. Trapping devices rather than pesticide sprays shall be used for indoor fly control wherever appropriate.
- B. Application of insecticides to cracks and crevices: As a rule, the CONTRACTOR shall apply all insecticides as crack and crevice treatments only, defined in this contract as treatments in which the formulate insecticide is not visible to a bystander during or after the application process.
- C. Insecticide Bait Formulations: Bait formulation shall be used for cockroaches, ants, and other insects whenever appropriate.
- D. Monitoring: Sticky traps or other devices shall be used to guide and evaluate indoor insect control efforts whenever possible.
- E. The CONTRACTOR may seal cracks and crevices with caulk or other products approved by the IPM Program Coordinator and should be considered part of routine pest control.

VIII. Rodent control

- A. Indoor trapping and control: As a general rule, rodent control inside occupied buildings shall be accomplished with trapping devices only. Trapping devices shall be checked on a schedule approved by the pest manager. The CONTRACTOR shall be responsible for disposing of all trapped rodents in a timely fashion and in an appropriate manner.
- B. Use of Rodenticides: In exceptional circumstances, when rodenticides are deemed essential for adequate control, the CONTRACTOR shall obtain approval of the IPM Program Coordinator prior to making any treatment. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent nesting sites and burrows wherever feasible. In all other applications, rodenticides, regardless of packaging, shall be placed in EPA-approved tamper-resistant bait boxes.
- C. Use of bait boxes: Frequency of bait box servicing shall depend upon the level of rodent infestation. All

bait boxes shall be maintained in accordance with EPA regulations, and with an emphasis on the safety on non-target organisms. The CONTRACTOR shall adhere to the following five points:

1. All bait boxes shall be placed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.
2. The lids of all bait boxes shall be securely locked or fastened shut.
3. All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
4. Bait shall always be placed in the baffle-protected feeding chamber of the box and never in the runway of the box.
5. All bait boxes shall be labeled on the inside with the Contractor's business name and address, and dated by the contractor's technician at the time of installation and each servicing.

IX. Program Evaluation

The Pest Managers and the IPM Program Coordinator will continually evaluate the progress of this contract in terms of effectiveness and safety, and will require changes as are deemed necessary. The CONTRACTOR shall take prompt action to implement changes that will improve the program.

X. Quality Control Program

The CONTRACTOR shall establish a quality control program to assure the requirements of the contract are provided as specified. Within ten (10) working days of the approval of this contract, the CONTRACTOR shall submit a proposal of the quality control program to the IPM Program Coordinator for approval. The program shall include at least the following items:

- A. Inspection system: The Contractor's quality control inspection system shall cover all the services stated in this contract. The purpose of the system is for the CONTRACTOR to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable or the Pest Managers or IPM Program Coordinator identifies the deficiencies.
- B. Checklist: A checklist shall be used to evaluate job performance and shall be given to the pest manager during regularly scheduled and unscheduled inspections and visits to conduct pest control. The checklist should include a summary of activities and results and space for the pest manager to reviewer comment on work performed that day.

XI. Non-compliance:

Any non-compliance with this contract is grounds for termination of the CONTRACTOR and contract.